

Network/Systems Groups

Network Group

- Upgrade all Community Centers to support computer corners.
- Upgrade Internet Switch.
- Upgrade Pix to Firewall for additional network protection.
- Implement performance monitor software.
- Implement automated configuration management.
- Wireless access in all County conference rooms.
- Implement Disaster Recovery site at MDC.
- Increase County Internet connection speed.
- Implement 10Gb Server room infrastructure.
- Metro Ethernet to all remote sites.
- VoIP Quality of Service implemented county wide.
- Increase Network security.
- Convert all public addresses to a private IP address scheme.

Systems Group

- Implement E911.
- County wide call detail reporting.
- Upgrade Voice Mail software to current version.
- Rollout VOIP County wide.
- Implement Disaster Recovery data migration plan.
- Deploy County SharePoint Site.
- Complete UNIX system migrations and retire remaining old technology servers.
- Complete DHCP conversion to all private IP address space
- Upgrade SMS to Microsoft Systems Center
- Implement Group policies to automate user drive mapping.
- Upgrade to Exchange 2007.

PC Support Group

- 7,538 help calls completed so far this year.
- 2 elections supported in June and October including the setting up of 16 early voting sites
- The upgrading of Office to the 2007 version for all PCs in the county
- Implementing a new Inventory system which included a count of all the desktop equipment in the county

Applications Group

MDC:

- Completed Grievance scanning application
- Completed video conferencing with Public Defenders Office
- Completed ROADS application
- Completed SharePoint portal site

- Completed replacement of video visitation servers
- MDC Enterprise FAX deployment
- Tele-Psychiatry
- Remote Visitation
- LinX Data Sharing Project
- Discoverer Upgrade
- New MDC server deployment
- Upgraded all MDC Desktops with TeleStaff and Office 2007

Safety:

- Completed migration of JDC from Sleuth to E*Justice
- Completed enhancements for Sheriff's Sex Offender Registration Application
- Completed Sheriff's Safe 2000 application (used to register and track high need youth, risk youth between the ages of 11 years old and 18 years old and adults within Bernalillo County)
- Completed Sheriff's Mental Health application (web database application for tracking high risk mental health patients).
- Completed development & implementation of Sheriff's WITS/NCIC Domestic Violence Order interface.
- Completed implementation of new Frontline application server and Frontline/WITS/Sex Offender/Citation Tracking database server
- Implementation of a Proxy server which allows deputies to access APD systems & other law enforcement and related web sites from their in car laptops.
- Completed migration of JDC from Sleuth to E*Justice

WEB:

- Average number of Bernco.gov hits in 2008 was 11 million/month
- Provided public on-line payments
 - Treasurer tax payments, total: 12,954 transaction worth: \$16,333,518.32, capability for property taxes payment
 - Purchasing vendor fees, total: 358 transaction worth: \$17,900.00
- Going live with eVRS. Electronic vendor registration system in 2007(Purchasing)
- Going live with Electronic news letter (E-News)in 2007
- Providing support with the Election processing including tracking the absentee ballots, election night processing and "where do I vote"(clerk)
- Providing the new dynamic intranet web site(the insider)
- Providing support to the public web site including creating new forms, applications and new templates

Assessor's/Treasurer's Team

- Finalized contract negotiations between Purchasing, Finance and Tyler Tech for the Assessment portion of iWorld

- IAS System upgrade from version 29.01 to 31.01 including database upgrade
- Worked with Assessor and data received from Clerk to identify over 28,000 individuals who were over 65, lived/owned property and sent Value Freeze applications which was increased from \$21,600 to \$32,000.
- Balanced, processed and printed over 284,000 Notice of Values for 2009
- Went live with ArcSDE GIS mapping system 9.2 and upgraded application to version 9.3
- Successfully 2008 tax balance between Assessor and Treasurer totaling over \$536 million in collections.
- Modified IAS Functions and Assessors Value report to include detail for Additions, New Construction and Building Removed.
- Migrated LandiscEE to vmServer and upgraded system to 2009 version.
- Created new system to identify permits being generated by the City of Albuquerque KIVA system
- Set up new Discoverer system with support from DBA Group to replace deprecated Oracle Query Builder application

Payroll/ Clerk Voter System Team

- Performed testing and documented results for Secretary of State's office for their Confidential Address Program (CAP).
- Created a blueprint for ERP team to develop an interface for new election worker payment process.
- Created new election worker payment detail reports for payroll and AP and acceptance signoff document for ERP election worker payment process.
- Assisted Bureau of Elections by preparing data for sale to a multitude of candidates in yearly election cycles for approximately 390,000 voter registration records.
- Provided voter data weekly as required by law to major political parties on behalf of Clerk's office.
- Coordinated changes to signature roster forms required by Secretary of State's office.
- Created mock sample form for new design of signature roster to include barcodes for flagging of voter history.
- Completed changes to polling location alpha list required by Secretary of State's office for each Primary and General Elections.
- Completed creation of new certified voter list required by state law for Primary and General Elections.
- Provided support for Clerk's Candidate Filing Day in preparation for the Statewide Primary Election.
- Provided support for the 2008 Moriarty School Bond Election, 2008 Village of Tijeras and Village of Los Ranchos Elections, 2008 Primary Election, 2008 General Election, 2009 Moriarty School Election and 2009 APS/CNM Regular School Election including preparation of election materials, election night voting machine tally and "real time" web based results.
- Prepared daily election statistical reports for absentee and early voting and posted on web for General Election.
- Created payment detail files for mainframe GEAC system to pay 2,000+ election workers.
- Created payment detail files for ERP system to pay 3,500+ election workers.
- Worked with ERP team to balance election worker payments processed by legacy GEAC system and new ERP system for year-to-date totals so that threshold limits could be verified for taxing purposes.
- Worked with the Finance payroll team for each election after identifying election worker payments that needed to be processed via County payroll.

- Worked with Bureau of Elections staff to setup standard format for entering election worker payment detail.
- Created numerous databases and reports for election absentee and in-person/early voting records to help balance signature roster data.
- Provided data for and assisted in re-design of Where Do I Vote web application. Loaded daily updates during election cycles.
- Provided data for and assisted in design of Absentee Tracker web application. Loaded daily updates during election cycles.
- Working on archiving legacy data from several databases, 138 offsite tapes and hundreds of datasets from mainframe system before contract with City of Albuquerque ends June 30, 2009.
- Created new report for troubleshooter assignments and routing.
- Worked on requirements for Purchasing Department RFP for possible the outsourcing of large volume printing.
- Identified defects and or/enhancements in the voter registration system, documented and notified Bureau of Elections and vendor of needed changes.
- Team member attended DreamWeaver and SharePoint training. Team member advanced via career ladder to Systems Analyst.
- Team members completed on-line self paced computer based training (CBT) for Data Modeling, SQL Basics, SQL and PL SQL.

Clerk Recording and Filing

- Completed E-Recording functionality in Clerk's Office
- Completed conversion of Marriage License data to Eagle Recorder
- Completed conversion of Marriage License images to Eagle Recorder
- Upgraded Eagle Recorder to Glacier version
- Migrated EagleRecorder Test to separate server correcting resource and stability issue

QA Production Team

- Daily support for computer systems in production
- Prepared the GEAC system for decommissioning
- Completed tax bill processing
- Completed mortgage company payment processing
- Provided tax bill collection & processing support
- Completed Assessor System roll-over
- Completed Treasurer System roll-over
- Testing and preparation for 1st half tax bill collection
- Successfully implemented SAP security for the ERP project
- Preparing for a ERP system audit
- Clean up of ERP security roles

Database Administration

- Implemented E-Justice for JDC including middle tier Oracle Application Server and Standby database

- Upgraded IAS to version 31 and Oracle 10.2 under test and production for Assessor/Treasurer
- Implemented ArcSDE with Oracle 10.2 database for Assessor for production use
- Migrated/upgraded Wits and BCSO to new server & Oracle 10.2 for Sheriff's
- Implemented RMAN under Oracle 10.2 for Oracle backups
- Upgraded multiple production and test databases to Oracle 10.2.0 including Clerk, Clerkt, and Prod
- Upgraded to Web Based Kiva 9.0/Kivanet 9.0/Oracle 10g under Kiva test including configuration of Oracle Application Server for Zoning
- Upgraded to E-Justice 9.2 Web based version for MDC in test (production upgrade planned by June 09)
- Upgraded Track-It to version 8.5 for IT Help Desk
- Created SharePoint databases under SQL Server for MDC

Records Management

I. Accomplishments Reported in FY09-FY10 Budget Book (Relating to FY07-FY08 Goals):

Training/Technical Assistance

- Trained scanning technicians or liaisons at Assessor, IT, and Purchasing.
- Provided specific user training on imaging system at Housing and MDC.
- Assisted with technical issues at Sheriff's Office, Housing, MDC, and other departments.

Hardware Support

- Coordinated purchase, installation and training for USB or large-bed scanners at Assessor, Environmental Health, and Treasurer.
- Assisted with installation of video surveillance system for cashiering and vault at Treasurer.
- Setup or advised on purchase of storage for Environmental Health and Housing back-scan projects; monitored transfer of images from workstations to network server.

Systems Administration/Project Management

- Provided installation and access for the District Attorney to view evidence records filed in the imaging system.
- Moved microfilm system from IT to Clerk's Office; assisted with setup and training.
- Upgraded all users to Version 5.3 of AX imaging system and assisted with installation of client software onsite or through the network.
- Participated in selection of new vendor for offsite storage of paper and electronic records.
- Completed back-scanning projects for Risk Management, Sheriff's Training Center, and Purchasing Department; coordinated back-scan project at Housing and system installation.
- Upgraded RecTrack software at Parks & Recreation; CourtTrack and Web CourtTrack at Sheriff.

II. Accomplishments Reported in FY09-FY10 Quarterly Updates (Relating to FY09-FY10 goals):

Training/Technical Assistance

- Trained approximately 90 users in all departments to interface ERP with scanned or imported documents.
- Attended training with State Records & Archives Center on implementing a records management program. Participated in live teleconference on metadata.
- Created intranet page on the Insider for the Records Management Program; created SharePoint site to track projects and share information.
- Developed a searchable database and webpage for General County retention rules, based on NMAC, by program or document type.

Hardware Support

- Balanced storage needs across the 3.4 terabytes available. As of 01/02/09, 1.8TB or 53% of available storage was in use. Recommended that EH, Finance Dept, and Assessor buy a server rack and 1TB each for future growth. Continued with daily management of the resource.
- Researched best long-term storage medium, recommended DVD as the best format.

Systems Administration/Project Management

- Filled new Records Manager position effective 11/24/08. Imaging Section now reports directly to Records Manager.
- Reviewed contract with PDS for AX document imaging system, determined upgrade from AX 5.3 to 5.4 not cost effective, recommend migration directly to AX 6.0. Developing role-mapping and procedures for setup of users/groups on AX; changing default passwords. Considering retention, redaction, and web-publishing add-ons to the imaging software.
- Designed and implemented several new imaging forms and applications at Assessor, IT, Treasurer, and Zoning; enhanced security of forms at Sheriff's Office.
- Updated tables and records in AX database to include Scanned Date field. This field will automatically be filled with today's date for all new scanned images, as the starting date for the retention period. For existing records, Scanned Date will be manually keyed in based on related dates in other fields in the database.
- Resumed scanning of MDC-DSAP patient case files. Scanned fifteen boxes of records first half of FY09, received new batch in third quarter.
- Scanned four banker boxes of Risk Management claim files and extracted to CD.
- Designed and distributed a user satisfaction survey to users of BigByte storage, compiled results and met with contractor to discuss issues and resolution. Obtained inventory of all items in storage, updating forms, bringing past-due payments up to date.
- Designed barcode database to track inventory of documents transferred to/from off-site storage, printed labels. Researching possibility of using SAP inventory module for this.

- Coordinated preparation and submission of requests for local County funding of short-term economic stimulus projects, including back-scanning at CIP and Assessor, inventory of records in off-site storage, report extraction from legacy system to ERP, and rewrite of Web applications.
- Analyzed and tracked State legislation to amend the Inspection of Public Records Act.